

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - First Contact Resolution | | |
|-----------------------|-------------------------|-------------------------------------|--------------------------------------------------------------------------|--------|-----------|
| | | | High | Low | FCR Total |
| Environmental Quality | Application Services | Bart Purser | 0 0 | 1 0 | 1 0 |
| | | Danielle Hood | 0 0 | 2 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 1 | 1 1 |
| | | Assigned to Individual Total | 0 0 | 4 1 | 4 1 |
| | Help Desk | Brenda Treadway | 0 0 | 1 1 | 1 1 |
| | | Eileen Dubach | 0 0 | 1 1 | 1 1 |
| | | James Stearns | 0 0 | 3 3 | 3 3 |
| | | Sarah Johnson | 0 0 | 1 0 | 1 0 |
| | | Vicky Marrelli | 0 0 | 3 2 | 3 2 |
| | | Assigned to Individual Total | 0 0 | 9 7 | 9 7 |
| | Metro A Desktop Support | Rodney Austin | 0 0 | 1 1 | 1 1 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | FCR Total |
|-----------------------|-------------------------|-------------------------------------|------|-----|-----------|
| Environmental Quality | Metro A Desktop Support | Assigned to Individual Total | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | Metro B Desktop Support | Anthony Booyse | 0 | 6 | 6 |
| | | | 0 | 0 | 0 |
| | | Bill Crowther | 0 | 42 | 42 |
| | | | 0 | 7 | 7 |
| | | Jay Locker | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | | Ken Bolkcom | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | | Matthew Blunk | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | | Michael Barth | 0 | 11 | 11 |
| | | | 0 | 0 | 0 |
| | | Peter Musser | 0 | 5 | 5 |
| | | | 0 | 1 | 1 |
| | | Sean Chadbourne | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | | Tyler Pearce | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | | Wayne Higgs | 0 | 5 | 5 |
| | | | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 77 | 77 |
| | | | 0 | 8 | 8 |
| | Metro B Help Desk | Gary Graham | 1 | 5 | 6 |
| | | | 1 | 5 | 6 |
| | | Janet Hongsyvilay | 0 | 14 | 14 |
| | | | 0 | 11 | 11 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | FCR Total |
|-----------------------|--------------------------|-------------------------------------|------|-----|-----------|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 0 | 14 | 14 |
| | | | 0 | 10 | 10 |
| | | Assigned to Individual Total | 1 | 33 | 34 |
| | | | 1 | 26 | 27 |
| | Metro B Hosting | Paul Seager | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | Metro C Help Desk | Ross Owen | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | | Assigned to Individual Total | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | Metro D Desktop Support | Paul Gedge | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | | Assigned to Individual Total | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | Metro D Help Desk | Doug Brown | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | | Assigned to Individual Total | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | Security | Jed Johnson | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | Strategic Communications | Dennis Rogers | 0 | 3 | 3 |
| | | | 0 | 0 | 0 |
| | | Luis Larios | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | FCR Total |
|-----------------------|--------------------------|------------------------------|--------|-----------|-----------|
| Environmental Quality | Strategic Communications | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Voice Operations | Kelly Johnson | 0 0 | 1 0 | 1 0 |
| | | Romanza Hamblin | 0 0 | 3 2 | 3 2 |
| | | Assigned to Individual Total | 0 0 | 4 2 | 4 2 |
| | Voice/Data/WAN Services | Art Scott | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Assigned Group Total | | 1 1 | 139 48 | 140 49 |
| | Customer Company Total | | 1 1 | 139 48 | 140 49 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Initial Response | | |
|-----------------------|-------------------------|-------------------------------------|-------------------------------------------------------------------------|--------|-----------|
| | | | High | Low | MIR Total |
| Environmental Quality | Application Services | Bart Purser | 0 0 | 1 1 | 1 1 |
| | | Danielle Hood | 0 0 | 2 1 | 2 1 |
| | | Martin Gonzalez | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 4 2 | 4 2 |
| | Help Desk | Brenda Treadway | 0 0 | 1 0 | 1 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 1 0 |
| | | James Stearns | 0 0 | 3 0 | 3 0 |
| | | Sarah Johnson | 0 0 | 1 0 | 1 0 |
| | | Vicky Marrelli | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 9 0 | 9 0 |
| | Metro A Desktop Support | Rodney Austin | 0 0 | 1 0 | 1 0 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | MIR Total |
|-----------------------|-------------------------|------------------------------|--------|---------|-----------|
| Environmental Quality | Metro A Desktop Support | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Metro B Desktop Support | Anthony Booyse | 0 0 | 6 0 | 6 0 |
| | | Bill Crowther | 0 0 | 42 0 | 42 0 |
| | | Jay Locker | 0 0 | 2 0 | 2 0 |
| | | Ken Bolkcom | 0 0 | 2 0 | 2 0 |
| | | Matthew Blunk | 0 0 | 1 0 | 1 0 |
| | | Michael Barth | 0 0 | 11 0 | 11 0 |
| | | Peter Musser | 0 0 | 5 0 | 5 0 |
| | | Sean Chadbourne | 0 0 | 1 0 | 1 0 |
| | | Tyler Pearce | 0 0 | 2 0 | 2 0 |
| | | Wayne Higgs | 0 0 | 5 0 | 5 0 |
| | | Assigned to Individual Total | 0 0 | 77 0 | 77 0 |
| | Metro B Help Desk | Gary Graham | 1 0 | 5 0 | 6 0 |
| | | Janet Hongsyvilay | 0 0 | 14 0 | 14 0 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | MIR Total |
|-----------------------|--------------------------|-------------------------------------|--------|---------|-----------|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 0 0 | 14 0 | 14 0 |
| | | Assigned to Individual Total | 1 0 | 33 0 | 34 0 |
| | Metro B Hosting | Paul Seager | 0 0 | 2 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 2 0 |
| | Metro C Help Desk | Ross Owen | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Metro D Desktop Support | Paul Gedge | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Metro D Help Desk | Doug Brown | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Security | Jed Johnson | 0 0 | 1 1 | 1 1 |
| | | Assigned to Individual Total | 0 0 | 1 1 | 1 1 |
| | Strategic Communications | Dennis Rogers | 0 0 | 3 0 | 3 0 |
| | | Luis Larios | 0 0 | 1 1 | 1 1 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | MIR Total |
|-----------------------|--------------------------|------------------------------|--------|----------|-----------|
| Environmental Quality | Strategic Communications | Assigned to Individual Total | 0 0 | 4 1 | 4 1 |
| | Voice Operations | Kelly Johnson | 0 0 | 1 0 | 1 0 |
| | | Romanza Hamblin | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Voice/Data/WAN Services | Art Scott | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Assigned Group Total | | 1 0 | 139 4 | 140 4 |
| | Customer Company Total | | 1 0 | 139 4 | 140 4 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | | |
|-----------------------|-------------------------|-------------------------------------|----------------------------------------------------------------------|-----------|-------------|
| | | | High | Low | ATTIR Total |
| Environmental Quality | Application Services | Bart Purser | 0 0.00 | 1 2.43 | 1 2.43 |
| | | Danielle Hood | 0 0.00 | 2 1.21 | 2 1.21 |
| | | Martin Gonzalez | 0 0.00 | 1 0.67 | 1 0.67 |
| | | Assigned to Individual Total | 0 0.00 | 4 1.38 | 4 1.38 |
| | Help Desk | Brenda Treadway | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Eileen Dubach | 0 0.00 | 1 0.00 | 1 0.00 |
| | | James Stearns | 0 0.00 | 3 0.00 | 3 0.00 |
| | | Sarah Johnson | 0 0.00 | 1 0.01 | 1 0.01 |
| | | Vicky Marrelli | 0 0.00 | 3 0.01 | 3 0.01 |
| | | Assigned to Individual Total | 0 0.00 | 9 0.00 | 9 0.00 |
| | Metro A Desktop Support | Rodney Austin | 0 0.00 | 1 0.34 | 1 0.34 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | ATTIR Total |
|-----------------------|-------------------------|-------------------------------------|-----------|------------|-------------|
| Environmental Quality | Metro A Desktop Support | Assigned to Individual Total | 0 0.00 | 1 0.34 | 1 0.34 |
| | Metro B Desktop Support | Anthony Booyse | 0 0.00 | 6 0.13 | 6 0.13 |
| | | Bill Crowther | 0 0.00 | 42 0.14 | 42 0.14 |
| | | Jay Locker | 0 0.00 | 2 0.08 | 2 0.08 |
| | | Ken Bolkcom | 0 0.00 | 2 0.40 | 2 0.40 |
| | | Matthew Blunk | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Michael Barth | 0 0.00 | 11 0.18 | 11 0.18 |
| | | Peter Musser | 0 0.00 | 5 0.30 | 5 0.30 |
| | | Sean Chadbourne | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Tyler Pearce | 0 0.00 | 2 0.21 | 2 0.21 |
| | | Wayne Higgs | 0 0.00 | 5 0.11 | 5 0.11 |
| | | Assigned to Individual Total | 0 0.00 | 77 0.16 | 77 0.16 |
| | Metro B Help Desk | Gary Graham | 1 0.07 | 5 0.02 | 6 0.03 |
| | | Janet Hongsyvilay | 0 0.00 | 14 0.05 | 14 0.05 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | ATTIR Total |
|-----------------------|--------------------------|-------------------------------------|-----------|------------|-------------|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 0 0.00 | 14 0.02 | 14 0.02 |
| | | Assigned to Individual Total | 1 0.07 | 33 0.03 | 34 0.03 |
| | Metro B Hosting | Paul Seager | 0 0.00 | 2 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.00 | 2 0.00 |
| | Metro C Help Desk | Ross Owen | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 1 0.00 |
| | Metro D Desktop Support | Paul Gedge | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 1 0.00 |
| | Metro D Help Desk | Doug Brown | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 1 0.00 |
| | Security | Jed Johnson | 0 0.00 | 1 1.49 | 1 1.49 |
| | | Assigned to Individual Total | 0 0.00 | 1 1.49 | 1 1.49 |
| | Strategic Communications | Dennis Rogers | 0 0.00 | 3 0.34 | 3 0.34 |
| | | Luis Larios | 0 0.00 | 1 1.48 | 1 1.48 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | ATTIR Total |
|------------------------|--------------------------|------------------------------|-----------|-------------|-------------|
| Environmental Quality | Strategic Communications | Assigned to Individual Total | 0 0.00 | 4 0.62 | 4 0.62 |
| | Voice Operations | Kelly Johnson | 0 0.00 | 1 0.20 | 1 0.20 |
| | | Romanza Hamblin | 0 0.00 | 3 0.09 | 3 0.09 |
| | | Assigned to Individual Total | 0 0.00 | 4 0.12 | 4 0.12 |
| | Voice/Data/WAN Services | Art Scott | 0 0.00 | 1 0.12 | 1 0.12 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.12 | 1 0.12 |
| | Assigned Group Total | | 1 0.07 | 139 0.17 | 140 0.17 |
| Customer Company Total | | | 1 0.07 | 139 0.17 | 140 0.17 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Resolution | | |
|-----------------------|-------------------------|-------------------------------------|-------------------------------------------------------------------|--------|----------|
| | | | High | Low | MR Total |
| Environmental Quality | Application Services | Bart Purser | 0 0 | 1 0 | 1 0 |
| | | Danielle Hood | 0 0 | 2 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Help Desk | Brenda Treadway | 0 0 | 1 0 | 1 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 1 0 |
| | | James Stearns | 0 0 | 3 0 | 3 0 |
| | | Sarah Johnson | 0 0 | 1 0 | 1 0 |
| | | Vicky Marrelli | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 9 0 | 9 0 |
| | Metro A Desktop Support | Rodney Austin | 0 0 | 1 0 | 1 0 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | MR Total |
|-----------------------|-------------------------|-------------------------------------|--------|---------|----------|
| Environmental Quality | Metro A Desktop Support | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Metro B Desktop Support | Anthony Booyse | 0 0 | 6 0 | 6 0 |
| | | Bill Crowther | 0 0 | 42 0 | 42 0 |
| | | Jay Locker | 0 0 | 2 0 | 2 0 |
| | | Ken Bolkcom | 0 0 | 2 0 | 2 0 |
| | | Matthew Blunk | 0 0 | 1 0 | 1 0 |
| | | Michael Barth | 0 0 | 11 0 | 11 0 |
| | | Peter Musser | 0 0 | 5 1 | 5 1 |
| | | Sean Chadbourne | 0 0 | 1 0 | 1 0 |
| | | Tyler Pearce | 0 0 | 2 0 | 2 0 |
| | | Wayne Higgs | 0 0 | 5 0 | 5 0 |
| | | Assigned to Individual Total | 0 0 | 77 1 | 77 1 |
| | Metro B Help Desk | Gary Graham | 1 0 | 5 0 | 6 0 |
| | | Janet Hongsyvilay | 0 0 | 14 0 | 14 0 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | MR Total |
|-----------------------|--------------------------|-------------------------------------|--------|---------|----------|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 0 0 | 14 0 | 14 0 |
| | | Assigned to Individual Total | 1 0 | 33 0 | 34 0 |
| | Metro B Hosting | Paul Seager | 0 0 | 2 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 2 0 |
| | Metro C Help Desk | Ross Owen | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Metro D Desktop Support | Paul Gedge | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Metro D Help Desk | Doug Brown | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Security | Jed Johnson | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Strategic Communications | Dennis Rogers | 0 0 | 3 3 | 3 3 |
| | | Luis Larios | 0 0 | 1 0 | 1 0 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | MR Total |
|-----------------------|--------------------------|------------------------------|--------|----------|----------|
| Environmental Quality | Strategic Communications | Assigned to Individual Total | 0 0 | 4 3 | 4 3 |
| | | | | | |
| | Voice Operations | Kelly Johnson | 0 0 | 1 0 | 1 0 |
| | | Romanza Hamblin | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Voice/Data/WAN Services | Art Scott | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | | Assigned Group Total | | 1 0 | 139 4 |
| | Customer Company Total | | 1 0 | 139 4 | 140 4 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | |
|-----------------------|-------------------------|-------------------------------------|-----------------------------------------------------------------------|-----------|------------|
| | | | High | Low | ATTR Total |
| Environmental Quality | Application Services | Bart Purser | 0 0.00 | 1 4.64 | 1 4.64 |
| | | Danielle Hood | 0 0.00 | 2 2.42 | 2 2.42 |
| | | Martin Gonzalez | 0 0.00 | 1 0.67 | 1 0.67 |
| | | Assigned to Individual Total | 0 0.00 | 4 2.54 | 4 2.54 |
| | Help Desk | Brenda Treadway | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Eileen Dubach | 0 0.00 | 1 0.00 | 1 0.00 |
| | | James Stearns | 0 0.00 | 3 0.00 | 3 0.00 |
| | | Sarah Johnson | 0 0.00 | 1 0.69 | 1 0.69 |
| | | Vicky Marrelli | 0 0.00 | 3 0.04 | 3 0.04 |
| | | Assigned to Individual Total | 0 0.00 | 9 0.09 | 9 0.09 |
| | Metro A Desktop Support | Rodney Austin | 0 0.00 | 1 0.42 | 1 0.42 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | ATTR Total |
|-----------------------|-------------------------|-------------------------------------|-----------|------------|------------|
| Environmental Quality | Metro A Desktop Support | Assigned to Individual Total | 0 0.00 | 1 0.42 | 1 0.42 |
| | Metro B Desktop Support | Anthony Booyse | 0 0.00 | 6 0.70 | 6 0.70 |
| | | Bill Crowther | 0 0.00 | 42 1.44 | 42 1.44 |
| | | Jay Locker | 0 0.00 | 2 0.57 | 2 0.57 |
| | | Ken Bolkcom | 0 0.00 | 2 1.48 | 2 1.48 |
| | | Matthew Blunk | 0 0.00 | 1 1.25 | 1 1.25 |
| | | Michael Barth | 0 0.00 | 11 2.38 | 11 2.38 |
| | | Peter Musser | 0 0.00 | 5 1.85 | 5 1.85 |
| | | Sean Chadbourne | 0 0.00 | 1 0.23 | 1 0.23 |
| | | Tyler Pearce | 0 0.00 | 2 0.98 | 2 0.98 |
| | | Wayne Higgs | 0 0.00 | 5 1.63 | 5 1.63 |
| | | Assigned to Individual Total | 0 0.00 | 77 1.51 | 77 1.51 |
| | Metro B Help Desk | Gary Graham | 1 0.07 | 5 0.16 | 6 0.14 |
| | | Janet Hongsyvilay | 0 0.00 | 14 0.18 | 14 0.18 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | ATTR Total |
|-----------------------|--------------------------|-------------------------------------|-----------|------------|------------|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 0 0.00 | 14 0.06 | 14 0.06 |
| | | Assigned to Individual Total | 1 0.07 | 33 0.12 | 34 0.12 |
| | Metro B Hosting | Paul Seager | 0 0.00 | 2 0.03 | 2 0.03 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.03 | 2 0.03 |
| | Metro C Help Desk | Ross Owen | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 1 0.00 |
| | Metro D Desktop Support | Paul Gedge | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 1 0.00 |
| | Metro D Help Desk | Doug Brown | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 1 0.00 |
| | Security | Jed Johnson | 0 0.00 | 1 2.01 | 1 2.01 |
| | | Assigned to Individual Total | 0 0.00 | 1 2.01 | 1 2.01 |
| | Strategic Communications | Dennis Rogers | 0 0.00 | 3 11.42 | 3 11.42 |
| | | Luis Larios | 0 0.00 | 1 5.22 | 1 5.22 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | High | Low | ATTR Total |
|------------------------|--------------------------|------------------------------|-----------|-------------|-------------|
| Environmental Quality | Strategic Communications | Assigned to Individual Total | 0 0.00 | 4 9.87 | 4 9.87 |
| | Voice Operations | Kelly Johnson | 0 0.00 | 1 0.27 | 1 0.27 |
| | | Romanza Hamblin | 0 0.00 | 3 0.69 | 3 0.69 |
| | | Assigned to Individual Total | 0 0.00 | 4 0.59 | 4 0.59 |
| | Voice/Data/WAN Services | Art Scott | 0 0.00 | 1 0.34 | 1 0.34 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.34 | 1 0.34 |
| | Assigned Group Total | | 1 0.07 | 139 1.26 | 140 1.26 |
| Customer Company Total | | | 1 0.07 | 139 1.26 | 140 1.26 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

Detail

| | | | | | | | | |
|------------------------|--------------------------------------------|--------------------------------------|--------------------------------------|-------------------------|--------|-----------------------------------|--------------|--------------|
| INC000000422283 | Kathryn Dozier Strategic Communications | EIS Hardware Dennis Rogers | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: Yes | TIR: TTR: | 0.47 6.22 |
| INC000000423976 | Gwyn Galloway Metro B Help Desk | Application Val Shepherd | None Environmental Quality | Adobe Acrobat Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000424016 | Gwyn Galloway Metro B Help Desk | Application Janet Hongsyvilay | None Environmental Quality | Adobe Acrobat Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.20 |
| INC000000424029 | Gwyn Galloway Metro B Help Desk | Application Val Shepherd | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000424123 | Dave McNeill Metro B Desktop Support | None Bill Crowther | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.58 0.68 |
| INC000000424146 | Neil Taylor Metro B Desktop Support | PC/Laptop Wayne Higgs | Performance Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.10 0.28 |
| INC000000424253 | John Kennington Metro B Desktop Support | Application Bill Crowther | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.22 3.84 |
| INC000000424415 | Bowen A Call Metro A Desktop Support | None Rodney Austin | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.34 0.42 |
| INC000000424447 | Emily Bartusek Security | Network Jed Johnson | Incident Environmental Quality | None Low | Closed | TIR Missed: Yes TTR Missed: No | TIR: TTR: | 1.49 2.01 |
| INC000000424471 | David Bird Metro D Desktop Support | None Paul Gedge | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000424572 | Mark Schmitz Metro B Desktop Support | PC/Laptop Michael Barth | Performance Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.48 5.04 |
| INC000000424855 | Jason Krebs Voice Operations | Telecom Romanza Hamblin | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.06 1.40 |
| INC000000425049 | Rik Ombach Metro B Desktop Support | None Bill Crowther | None Environmental Quality | Microsoft Access Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.06 0.96 |
| INC000000425116 | Sandy Pett Metro B Help Desk | Network Janet Hongsyvilay | Error Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.03 |
| INC000000425150 | Sonja Robinson Metro B Desktop Support | Print/Copy/Scan/Fax Bill Crowther | Paper Jam Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.07 0.34 |
| INC000000425320 | Marc Wade Metro B Hosting | None Paul Seager | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.03 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | |
|------------------------|--------------------------|---------------------|-----------------------|---------------------------------|--------|-----------------|------------|
| INC000000425338 | Dave McNeill | Network | Incident | None | | TIR Missed: No | TIR: 0.31 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.36 |
| INC000000425362 | Dave McNeill | EIS Hardware | None | None | | TIR Missed: No | TIR: 0.21 |
| | Strategic Communications | Dennis Rogers | Environmental Quality | Low | Closed | TTR Missed: Yes | TTR: 21.42 |
| INC000000425515 | Sonja Robinson | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 0.16 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.19 |
| INC000000425823 | lisa mechem | None | None | None | | TIR Missed: No | TIR: 0.07 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 2.16 |
| INC000000425824 | Christopher Pennell | Network | Password | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.04 |
| INC000000426117 | Michelle Weis | Application | None | None | | TIR Missed: No | TIR: 0.67 |
| | Application Services | Martin Gonzalez | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.67 |
| INC000000426266 | Paul Wright | Mobile Devices | None | None | | TIR Missed: Yes | TIR: 1.61 |
| | Application Services | Danielle Hood | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.80 |
| INC000000426522 | Michelle Weis | Application | None | Microsoft Office | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000426550 | Robert Bird | None | None | Microsoft Word | | TIR Missed: No | TIR: 0.38 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 2.22 |
| INC000000426697 | Michelle Weis | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000426720 | Harold Sandbeck | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 0.16 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.78 |
| INC000000426892 | Robert Herbert | Application | None | Microsoft Office | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.39 |
| INC000000426910 | Rik Ombach | PC/Laptop | None | None | | TIR Missed: No | TIR: 0.21 |
| | Metro B Desktop Support | Wayne Higgs | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.69 |
| INC000000426998 | Suzan Tahir | Application | None | ZENworks for Desktops | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000427083 | Mark Schmitz | Application | None | ZENworks for Desktops | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.42 |
| INC000000427122 | Dan Washington | PC/Laptop | None | None | | TIR Missed: No | TIR: 0.09 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.94 |
| INC000000427123 | Mark Jensen | None | None | State Payroll Time Entry System | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.02 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | | |
|------------------------|------------------------------------------|----------------------------------|-------------------------------------|-----------------------------------------|--------|----------------------------------|--------------|--------------|
| INC000000427178 | Ed Deputy Metro B Help Desk | None Gary Graham | None Environmental Quality | Microsoft Access Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.67 |
| INC000000427216 | Richard McKeague III Voice Operations | Telecom Kelly Johnson | Voice Mail Environmental Quality | Telephone Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.20 0.27 |
| INC000000427307 | Kathy Lundy Metro B Desktop Support | None Bill Crowther | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000427321 | David Snyder Metro B Desktop Support | Application Michael Barth | None Environmental Quality | Microsoft Word Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 1.64 |
| INC000000427483 | Rik Ombach Metro B Desktop Support | PC/Laptop Bill Crowther | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.09 1.87 |
| INC000000427543 | Jeri Olsen Metro B Desktop Support | Application Wayne Higgs | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.07 0.96 |
| INC000000427573 | Craig W Jones Metro B Help Desk | Application Janet Hongsyvilay | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.39 |
| INC000000427669 | Emilie Flemer Metro B Help Desk | Application Janet Hongsyvilay | Error Environmental Quality | ZENworks for Desktops Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.53 0.78 |
| INC000000427729 | Emilie Flemer Metro B Desktop Support | Application Bill Crowther | Reporting Environmental Quality | ZENworks for Desktops Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.04 1.75 |
| INC000000427850 | Jay Morris Metro B Help Desk | Application Val Shepherd | None Environmental Quality | Internet Explorer Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000427962 | Nando Meli Jr Metro D Help Desk | Network Doug Brown | Password Environmental Quality | Novell Client for 32-bit Windows Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000427963 | Michelle Weis Metro B Desktop Support | Application Bill Crowther | Error Environmental Quality | Microsoft Word Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.86 0.86 |
| INC000000427965 | Connie Rauen Help Desk | Application Vicky Marrelli | None Environmental Quality | Employee Gateway Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |
| INC000000428052 | Tina Mercer Metro B Desktop Support | None Matthew Blunk | None Environmental Quality | Microsoft Access Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 1.25 |
| INC000000428074 | Suzan Tahir Metro B Help Desk | Network Val Shepherd | Error Environmental Quality | Novell Client for 32-bit Windows Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.22 0.61 |
| INC000000428089 | Karma Kehler Metro B Desktop Support | None Ken Bolkcom | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.12 0.16 |
| INC000000428627 | David Esser Metro B Desktop Support | None Bill Crowther | None Environmental Quality | None Low | Closed | TIR Missed: No TTR Missed: No | TIR: TTR: | 0.00 0.00 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | |
|------------------------|-------------------------|-------------------|-----------------------|----------------------------------|--------|-----------------|-----------|
| INC000000428629 | Faye Bell | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.02 |
| INC000000428631 | Sharon Schofield | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.03 |
| INC000000428633 | Dale Jorgensen | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.27 |
| INC000000428640 | Faye Bell | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000428660 | Kiera Harper | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000428706 | Edith VanVleet | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.02 |
| INC000000428709 | Svetlana Kopytkovskiy | None | None | None | | TIR Missed: No | TIR: 0.04 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.11 |
| INC000000428712 | Woodrow Campbell | Application | Error | None | | TIR Missed: No | TIR: 0.03 |
| | Help Desk | Vicky Marrelli | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.13 |
| INC000000428798 | Lisa Mechem | Application | None | ZENworks for Desktops | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.03 |
| INC000000428837 | Leah Ann Lamb | Telecom | Hardware | Telephone | | TIR Missed: No | TIR: 0.09 |
| | Voice Operations | Romanza Hamblin | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.51 |
| INC000000428847 | Woodrow Campbell | PC/Laptop | Performance | None | | TIR Missed: No | TIR: 0.14 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 3.50 |
| INC000000428853 | Michael Zucker | Network | Password | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.03 |
| INC000000428952 | Lenora Sullivan | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.13 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.68 |
| INC000000429011 | Karen Wehking | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.28 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.91 |
| INC000000429251 | Reginald Olsen | Mobile Devices | Error | Droid | | TIR Missed: No | TIR: 0.82 |
| | Application Services | Danielle Hood | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 3.05 |
| INC000000429351 | Ken Bousfield | Application | None | Novell GroupWise | | TIR Missed: Yes | TIR: 2.43 |
| | Application Services | Bart Purser | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 4.64 |
| INC000000429397 | Linda Gould | Application | Error | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.54 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | |
|------------------------|--------------------------|---------------------|-----------------------|-------------------------|--------|-----------------|-----------|
| INC000000429542 | Doug Tanner | Application | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.02 |
| INC000000429558 | Barbara Perkins | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.15 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.56 |
| INC000000429605 | Kimber Christiansen | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.07 |
| | Metro B Desktop Support | Wayne Higgs | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.65 |
| INC000000429612 | Michael Zucker | Application | None | ZENworks for Desktops | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.02 |
| INC000000429706 | Harold Sandbeck | EIS Hardware | Printer | None | | TIR Missed: No | TIR: 0.34 |
| | Strategic Communications | Dennis Rogers | Environmental Quality | Low | Closed | TTR Missed: Yes | TTR: 6.60 |
| INC000000429719 | Woodrow Campbell | Application | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.20 |
| INC000000429827 | Elisa Smith | Application | None | None | | TIR Missed: No | TIR: 0.35 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 3.05 |
| INC000000429893 | Jeri Olsen | Application | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000429984 | Carolyn Fritz | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.27 |
| INC000000430012 | Greg Sorenson | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | TIR: 0.08 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.67 |
| INC000000430089 | Carl Adams | Application | None | Microsoft Access 2003 | | TIR Missed: No | TIR: 0.18 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 1.51 |
| INC000000430146 | Rik Ombach | Network | Virus | None | | TIR Missed: No | TIR: 0.37 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 4.30 |
| INC000000430282 | William Andes | None | None | WordPerfect Office 2002 | | TIR Missed: No | TIR: 0.04 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.52 |
| INC000000430317 | Krisi Schaff | None | None | Internet Explorer | | TIR Missed: No | TIR: 0.07 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 3.01 |
| INC000000430793 | Carlee Christoffersen | Application | None | None | | TIR Missed: No | TIR: 0.09 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 2.12 |
| INC000000430796 | Roy Baran | Application | Error | FrontEnd | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 2.08 |
| INC000000430829 | Sharon Schofield | Remote Connectivity | None | None | | TIR Missed: No | TIR: 0.28 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.52 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | | | |
|------------------------|-------------------------|---------------------|-----------------------|----------------------------------|----------|-------------|-----|------|------|
| INC000000430972 | Sharon Schofield | Remote Connectivity | None | None | | TIR Missed: | No | TIR: | 0.05 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: | Yes | TTR: | 6.66 |
| INC000000431151 | David Larsen | Remote Connectivity | None | None | | TIR Missed: | No | TIR: | 0.17 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000431301 | Amanda Reidhead | Print/Copy/Scan/Fax | Paper Jam | None | | TIR Missed: | No | TIR: | 0.09 |
| | Metro B Desktop Support | Wayne Higgs | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 5.59 |
| INC000000431324 | Frank Stehno | Application | None | None | | TIR Missed: | No | TIR: | 0.01 |
| | Help Desk | Sarah Johnson | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.69 |
| INC000000431372 | Rik Ombach | PC/Laptop | Virus | None | | TIR Missed: | No | TIR: | 0.21 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: | No | TTR: | 5.45 |
| INC000000431404 | Eva Nieminski | PC/Laptop | Virus | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 4.88 |
| INC000000431712 | Roman Kuprov | Application | Error | Microsoft Office | | TIR Missed: | No | TIR: | 0.14 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.87 |
| INC000000431829 | Beverly Rasmussen | None | None | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | High | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000431917 | Jinnie Edgar | Network | Performance | None | | TIR Missed: | No | TIR: | 0.68 |
| | Metro B Desktop Support | Ken Bolkcom | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 2.79 |
| INC000000431932 | Sandy Pett | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: | No | TIR: | 0.00 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000432483 | Connie Rauen | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000432548 | Bartly Mathews | Application | Password | State Payroll Time Entry System | | TIR Missed: | No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000432564 | Paul Wright | Remote Connectivity | None | None | | TIR Missed: | No | TIR: | 0.29 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000432578 | Bill Damery | PC/Laptop | Performance | None | | TIR Missed: | No | TIR: | 0.52 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 1.01 |
| INC000000432779 | Marc Wade | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro B Hosting | Paul Seager | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000432860 | Penny Flake | Application | Error | Microsoft Office Professional 20 | | TIR Missed: | No | TIR: | 0.70 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: | No | TTR: | 2.19 |
| INC000000432886 | Krisi Schaff | Application | Error | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.94 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | |
|--------------------------|-------------------|-----------------------|-------------|----------------------------------|-----------------|-----------|
| INC000000432923 | Mike Givens | Application | Password | Utah Master Directory | TIR Missed: No | TIR: 0.00 |
| Help Desk | James Stearns | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000432945 | Faye Bell | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.80 |
| INC000000432964 | Stacy Carroll | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.34 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.70 |
| INC000000433071 | John Kennington | None | None | None | TIR Missed: No | TIR: 0.12 |
| Voice Operations | Romanza Hamblin | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.17 |
| INC000000433128 | Mike Givens | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| Metro C Help Desk | Ross Owen | Environmental Quality | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000433192 | David Beatty | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000433280 | Steve Packham | Network | Error | None | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.02 |
| INC000000433355 | Kimberly Kreykes | None | None | Microsoft Word | TIR Missed: No | TIR: 0.05 |
| Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.59 |
| INC000000433597 | Ilene Staker | PC/Laptop | None | None | TIR Missed: No | TIR: 0.07 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 2.14 |
| INC000000433672 | Daniela Walsh | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| Help Desk | James Stearns | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000433969 | Doug Taylor | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000434128 | Rob Powers | Application | None | State Payroll Time Entry System | TIR Missed: No | TIR: 0.00 |
| Help Desk | Eileen Dubach | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000434587 | Morgan Atkinson | None | None | None | TIR Missed: No | TIR: 0.15 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 1.36 |
| INC000000434594 | Stacy Carroll | EIS Hardware | Printer | None | TIR Missed: Yes | TIR: 1.48 |
| Strategic Communications | Luis Larios | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 5.22 |
| INC000000434638 | Glade Sowards | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Gary Graham | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000434982 | Steven Onysko | Telecom | Hardware | Telephone | TIR Missed: No | TIR: 0.12 |
| Voice/Data/WAN Services | Art Scott | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.34 |
| INC000000435041 | Allan Moore | None | None | None | TIR Missed: No | TIR: 0.12 |
| Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.55 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | |
|------------------------|-------------------------|---------------------|-----------------------|----------------------------------|----------|----------------|-----------|
| INC000000435327 | Marc Earnhardt | None | None | None | | TIR Missed: No | TIR: 0.10 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.10 |
| INC000000435374 | Michael Grange | Application | None | None | | TIR Missed: No | TIR: 0.38 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 3.20 |
| INC000000435719 | Patrick Barickman | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Sean Chadbourne | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.23 |
| INC000000435888 | Philip Griffin | Network | Error | None | | TIR Missed: No | TIR: 0.22 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 5.85 |
| INC000000436036 | Richard Sanborn | Network | None | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| | Help Desk | Brenda Treadway | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000436220 | Ralph Bohn | Application | None | None | | TIR Missed: No | TIR: 0.91 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.91 |
| INC000000436301 | Debbie Oberndorfer | PC/Laptop | Virus | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000436303 | Kimber Christiansen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: 0.00 |
| | Help Desk | James Stearns | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000436657 | Pauline Gunn | Print/Copy/Scan/Fax | Paper Jam | None | | TIR Missed: No | TIR: 0.13 |
| | Metro B Desktop Support | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.37 |
| INC000000436707 | Rob Powers | Application | Error | None | | TIR Missed: No | TIR: 0.17 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.48 |
| INC000000436751 | Lori Knudsen | Application | Error | Documentum | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 1.50 |
| INC000000436956 | Alex Pashley | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000436989 | Mark Stanger | Application | Error | ZENworks for Desktops | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.08 |
| INC000000437004 | Richard Sanborn | Network | Incident | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.00 |
| INC000000437016 | Judy Etherington | Application | None | None | | TIR Missed: No | TIR: 0.10 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.29 |
| INC000000437116 | Dale Urban | Mobile Devices | Error | None | | TIR Missed: No | TIR: 0.06 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 0.81 |
| INC000000437186 | Ilene Staker | PC/Laptop | Error | None | | TIR Missed: No | TIR: 0.11 |
| | Metro B Desktop Support | Michael Barth | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: 4.24 |

Enterprise Incident Report December 2011

As of 1/3/2012

Environmental Quality

| | | | | | | | | |
|------------------------|-------------------------|----------------|-----------------------|----------------------------------|----------|----------------|------|------|
| INC000000437255 | Kathy Barker | PC/Laptop | None | None | | TIR Missed: No | TIR: | 0.29 |
| | Metro B Desktop Support | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: | 1.59 |
| INC000000437467 | Wade Hansen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000437487 | Daniela Walsh | Application | None | ZENworks for Desktops | | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000437656 | Brad T Johnson | Mobile Devices | Error | Ipads | | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: | 1.05 |
| INC000000437656 | Brad T Johnson | Mobile Devices | Error | Ipads | | TIR Missed: No | TIR: | 0.10 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Resolved | TTR Missed: No | TTR: | 1.05 |